

Minnesota Department of Human Services

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Medicaid – Adult and Child
Languages	English, Spanish, Vietnamese, Russian, Arabic, Hmong
Additions/Changes to Instruments	<p>The Department includes SF-12 questions at the end of the adult and elderly surveys to assess functional status of the surveyed populations. The Department also adds its own supplemental questions, which include:</p> <ul style="list-style-type: none"> • 3 questions on adult immunizations • 5 internet access questions • 2 care coordinator/care management questions
Purpose of Project	<ul style="list-style-type: none"> • Facilitate efforts to improve customer service • Monitor and evaluate the quality of care provided to enrollees

Survey Administration

Administered Since	1997
Administration Mode	Mixed mode (mail and telephone).

Uses of Survey Results

Reporting	The Department publishes survey data on the Web (although it is not targeted toward consumers). They also provide data to an external quality review organization (EQRO) to create an annual EQRO report.
Quality Improvement	They assist plans by helping them focus on improving consumer satisfaction with care and customer service.
Marketing/Publicity	

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